

TINA ZHANG, M.A.

281-912-4280 | tina.zhang.yan@stanfordalumni.org | constructive.conflict@gmail.com

CONFLICT MANAGEMENT

- Conflict Management Specialist, **Constructive Conflict***, Las Vegas, NV Present
- Create and present conflict management workshops to organizations
 - Serve as a conflict coach to individual clients in one-on-one sessions
 - Coach UNLV Boyd School of Law students on mediation
 - Convened stakeholders to mediation in employment discrimination charges for Equal Employment Opportunity Commission
- Mediator, **Fee Dispute Program, State Bar of Nevada***, Las Vegas, NV Present
- Practice facilitative mediation of fee disputes between attorneys and their former clients
 - Coach clients in preparation for mediation and potential arbitration of case
- Mediator, **Neighborhood Justice Center, Las Vegas Justice Court***, Las Vegas, NV Present
- Practice facilitative mediation of community, divorce, and small claims court cases
 - Facilitate multi-party groups, ranging up to 11 participants per case
 - Mediated victim-offender juvenile cases in a diversion program
 - Coach mediators-in-training on the process of mediation
- Organizational Consultant, **Office of the Ombudsperson, USDA***, Washington, DC July–Oct 2015
- Analyzed data using statistical methods to better inform decision-makers
 - Studied recurring and systemic concerns within complex organizational programs
 - Helped ombudsperson determine next steps in mitigating barriers to access of USDA programs
 - Crafted and framed reports to senior leaders, including the Secretary of Agriculture Tom Vilsack
- Advocate Ombudsman, **Long-Term Care Program, University of Texas***, Houston, TX 2014–2015
- Advocated for 40+ nursing facility residents' rights, needs, and interests within a complex system
 - Conducted 60+ neutral investigations within a complaint-handling process
 - Facilitated communication among residents, nursing home staff, and family members
 - Educated residents and family members about the benefits and limits of the ombuds role
- Mediator, **Conflict Resolution Center, Southern Methodist University***, Dallas, TX 2013–2014
- Facilitated about 100 hours of stakeholder negotiations to address court-mandated disputes
 - Drafted mediated settlement agreements and memorandums of understanding
 - Adhered to Center's teaching model by debriefing with observers
 - Mediated mostly family and divorce cases

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PUBLIC SPEAKING

- Volunteer, S.A.F.E. House*, Henderson, NV Present
- Give talks to classrooms of high schoolers on teen dating violence & managing conflict
 - Present to parents on teen dating violence & how to speak with teens about abuse
- Private Tutor and Classroom Teacher, Kaplan*, Houston, TX 2010–2012
- Taught 75+ classroom students and 35+ private tutoring students
 - Prepared high school students for the SAT, a standardized college-entrance test
 - Recognized for achieving the highest score increases of any other tutor nationwide
- Instructor, Stanford Mathematics Dpt, Student-Initiated Course*, Stanford, CA 2006–2009
- Created and taught the accredited 20-person course “The Game of Go”
 - Lectured to undergraduates and graduates over 3 quarters
 - Developed a 10-hour syllabus of game strategy

CRITICAL THINKING

- Researcher, Stanford School of Medicine, Neurosurgery, Wong Lab*, Stanford, CA 2007–2009
- Coauthored journal abstract “Expression of EGFRvIII in Brain Tumor Stem Cells”
 - Characterized a mutant protein via immunohistochemistry on 100+ brain cancer tissues
 - Identified niches of a stem cell marker to improve effectiveness of life-prolonging vaccine
- Member, American Go Association*, New York City, NY 2003–2012
- In the early 2000’s, the highest ranking N. American female Go player (Go is a game like Chess)
 - Achieved highest score on the US team and placed 6th overall in Women’s Individual at the Beijing 2008 World Mind Sports Games (WMSG), a part of the Olympic movement
 - Represented the US in Women’s Individual at the London 2012 WMSG
 - Taught Go to classrooms of elementary and middle school students for 3 years
 - Founded and managed the Stanford Go Club for 3 years

EDUCATION

- M.A. in Dispute Resolution & Conflict Management, Southern Methodist*, Dallas, TX Obtained 2013
Certified Texas Family Mediator (42-hr training)
Certified Mediator (40-hr training)
Cumulative GPA 4.0 / 4.0
- B.A. in Philosophy, Stanford University*, Stanford, CA Obtained 2009
Great Books Program in Structured Liberal Education
Science coursework (20 classes) and cancer research at the School of Medicine
Honored with Stanford Alumni Association’s Award of Excellence for leadership